

## CONSUMER SERVICES COMPLAINT SCORECARD

The scorecard ranks utilities by industry in descending order beginning with the highest percentage of justified complaints. Telecommunication and Energy companies with 30 or more complaints are included in the scorecard. The definition of justified complaints is included at the end of the scorecard.

*Complaints closed during the period from 1-1-03 through 12-31-03*

### Local Exchange Carriers

	2002 Complaints			2003 Complaints		
	Justified	Total	Percent Justified	Justified	Total	Percent Justified
Sprint*	N/A	N/A	N/A	28	85	33%
Comcast	18	56	32%	313	1,084	29%
21 <sup>st</sup> Century	89	349	25%	92	318	29%
AT&T	201	824	24%	308	1,088	28%
Z-Tel	44	177	25%	32	114	28%
SureTel	24	97	25%	40	149	27%
McLeod	137	428	32%	41	160	26%
Frontier	7	59	12%	19	90	21%
MCI	406	1,716	24%	240	1,172	20%
SBC	627	3,988	16%	390	2,626	15%
Verizon	42	200	21%	29	201	14%
Global Teldata*	N/A	N/A	N/A	9	82	11%
Midwestern	17	160	11%	9	110	8%

\*Less than 50 complaints in 2002

### Local Toll Carriers

	2002 Complaints			2003 Complaints		
	Justified	Total	Percent Justified	Justified	Total	Percent Justified
SBC	4	46	9%	7	32	22%
MCI	3	41	7%	10	55	18%
AT&T	7	57	12%	13	89	15%

### ***Inter-Exchange Carriers***

	2002 Complaints			2003 Complaints		
	Justified	Total	Percent Justified	Justified	Total	Percent Justified
Comcast*	N/A	N/A	N/A	16	43	37%
AT&T	40	258	15%	59	280	21%
Sprint*	N/A	N/A	N/A	7	46	15%
MCI	35	264	13%	30	197	15%

\*Less than 40 complaints in 2002

### ***Energy Companies***

	2002 Complaints			2003 Complaints		
	Justified	Total	Percent Justified	Justified	Total	Percent Justified
Illinois Power	52	791	6%	65	609	11%
AmerenUE	1	55	2%	6	64	9%
AmerenCILCO	5	127	4%	10	114	9%
Peoples Gas	218	3,228	7%	460	4,924	9%
ComEd	499	5,218	9%	462	5,651	8%
North Shore	7	85	8%	9	115	8%
Nicor	111	1,653	7%	162	2,243	7%
AmerenCIPS	6	237	2%	11	212	5%

### **Illinois Commerce Commission**

#### **Justified complaint**

Consumer Services staff of counselors evaluate cases to determine whether correct procedures were followed by the company in responding to the customer's complaint before the consumer contacted the Commission's Consumer Services Division. A case is justified when, in the counselor's judgment, the company did not handle the dispute properly or effectively, or in handling the dispute, the company violated rules, regulations, orders, tariffs, or policy. Cases that are evaluated are those in which the counselor contacts the company.

For more information about consumer complaints and inquiries, see the Consumer Services Division's Annual Report.